



STATE OF WEST VIRGINIA  
DEPARTMENT OF HUMAN SERVICES  
BUREAU FOR MEDICAL SERVICES

Cynthia A. Persily, Ph.D.  
Cabinet Secretary

Cynthia Beane, MSW, LCSW  
Commissioner

Date: April 24, 2024

Dear Member:

On April 1, 2017, the West Virginia Medicaid program began providing the Health Home program to people with qualifying diagnoses. A Health Home is a team of people who help you manage your health care needs. It is not a place where you live and there was no cost to you for Health Home Services.

You were previously enrolled in a Health Home; this letter is to let you know that the Health Home Program is ending on June 30, 2024. You are **not** losing your Medicaid coverage. Your benefits are not changing. Only the payment to your provider to help you manage your health care needs will end. You will not be responsible for these charges.

If you are currently enrolled in a managed care organization, they will continue to provide care coordination services, and you should see no changes.

If you have any questions about this letter, contact Acentra Health toll-free at 1-888-571-0262, or you can visit the Health Home program website for more information at [dhr.wv.gov/bms/WV%20Health%20Homes/Pages/default.aspx](https://dhr.wv.gov/bms/WV%20Health%20Homes/Pages/default.aspx).

